

Attachment 1

Pursuant to the applicable requirements for Recognized Operating Agency Authority as set forth in 47 C.F.R. §63.701 and the instant application for Recognized Operating Agency, inContact, Inc. (“Applicant”) hereby provides the following supplemental information:

47 C.F.R. §63.701(h). “A statement setting forth the points between which the services are to be provided.”

Applicant provides ITFS, DDIs, MPLS, voice termination, and SIP trunking over the Internet to Applicant’s customers in worldwide destinations.

47 C.F.R. §63.701(f). “A statement whether the applicant is a carrier subject to Section 214 of the Communications Act, an operator of broadcast or other radio facilities, licensed under Title III of the Act, capable of causing harmful interference with the radio transmissions of other countries, or a non-carrier provider of services classed as ‘enhanced’ under Section 64.702(a).”

Applicant is a carrier subject to Section 214 of the Act and holds a Section 214 authorization.

47 C.F.R. §63.701(g). “A statement that the services for which designated as a recognized private operating agency is sought will be extended to a point outside the United States or are capable of causing harmful interference to other radio transmissions and a statement of the nature of the services to be provided.”

The services, as described in the response to the 47 C.F.R. §63.701(h) inquiry, will extend to points outside the United States. Applicant leases data center space and has cell switching capabilities in London, Frankfurt, Munich and Hong Kong, in addition to a U.S. presence. This connectivity allows Applicant’s customers to access multi-tenant contact optimization software application in Applicant’s private cloud. The services are not capable of causing harmful interference to radio transmissions.

47 C.F.R. §63.701(d). “A statement of the ownership of a non-corporate applicant or the ownership of the stock of a corporate applicant, including whether the applicant or its stock is owned directly or indirectly by an alien.”

Applicant is a Delaware Corporation. Applicant is publicly traded on the NASDAQ stock exchange. Applicant is 96.32% owned by various institutional holdings. The top five institutional holders are: FRM LLC, Bank of Montreal (Canada), Portolan Capital Management, LLC, Blackrock Fund Advisors, and Vanguard Group, Inc. Of these, only the Bank of Montreal is a non-US entity. The Bank of Montreal owns 9.0087% of Applicant’s stock.

47 C.F.R. §63.701(i). “A statement as to whether covered services are provided by facilities owned by the applicant, by facilities leased by another entity, or other arrangement and a description of the arrangement.”

Applicant’s services are resold/leased from other providers except to for open Internet communications. Applicant’s data center locations are leased from regional providers.